Break Down of Telecom Services in Goa

1948. SHRI JOHN F. FERNANDES: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government are aware of total break-down in Goa Telecommunications System upon onset of monsoon for last one and half month;

(b) what are the reasons for such break-down and by when all the disrupted lines will be restored; and

(c) what action has been taken by Government to punish Government staff who are responsible for this massive breakdown?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Government is aware that a large number of cable faults developed after onset of monsoon. Except Panaji, in other parts of Goa, the telepehone system is working normally.

(b) Large number of cable faults were due to extensive damages caused to the underground cable system by digging of roads by other service agencies.

(c) (i) Extra staff and required material have been rushed to Goa to restore the faults immediately.

(ii) As a long term measure large scale ducting of cables is proposed.

(iii) The matter about digging by other utilities causing damages to our cables has been taken up at a high level in the state Government. This will ensure better co-ordination of digging activities.

Functioning of Telephone Advisory Committees of MTNL, Bombay and Delhi

1949. SHRI SUBRAMANIAN SWAMY: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the total number of meetings of the Telephone Advisory Committees of MTNL, Bombay and MTNL, Delhi, separately, held since their inception;

(b) whether it is a f act that in each of these meetings the members of TACs had put forth various suggestions, if so, the details of such suggestions indicating the action taken thereon;

(c) whether it is also a fact that no meeting of the TAC of MTNL, Bombay has been held for the last one year defeating thereby the very purpose of constituting this committee, if so, the reasons therefor; and

(d) what steps Government propose to take to make this committee functional and more effective?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Sir, 7 meetings of the Telephone Advisory Committee of MTNL, Delhi and 11 meetings of Telephones Advisory Committee of MTNL, Bombay bay have been held since the formation of MTNL i.e. 1-4-1986.

(b) Yes Sir, members of the TACs put forth various suggestions in these meetings. Details of such suggestions indicating action taken thereon are given at Statement-I for Delhi and Statement-II for Bombay and are placed on the table of the House. (See below)

(c) One meeting of TAC of M.T.N.L., Bombay was held during the last 3 years.

(d) Meetings of the TAC will be held as per Schedule. Suggestions put forth by the Members will be considered and all accepted suggestions implemented to make the committees functional and more effective.

Statement - I

DELHI TAC

Compilation of important suggestions made by Members of TAC's and Action, Taken

Suggestion	Action Taken
1. M.T.N.L. should take action for improving the sevices of rural area.	More and more exchanges are being opened in outlying areas.
2. Bold type letters should be used in directory and should be published regularly.	Printing of directory in being done as per D.O.T. instructions. Efforts are being made to issue directories regularly.
3. More PCOs in metropolitan cities, villages and JJ colonies and every village should have P.C.O.	A large number of PCOs have been opened in Delhi Metropolis including JJ colonies and rural areas for the convenience of public .
4. Ten rupees form for new telephone connection may remain valid for ever.	As per present D.O.T. policy, these forms are valid for the year, which is considered adequate.
5. Telephone meters should be installed at subs. premises.	The point was considered and was not found technically feasible.
6. Rebate be given for payment of telephone bills by due date.	Payment of telephone bills for regulated as per existing orders of D.O.T. No change in mode of payment was warranted.
7. Periodicity of TAC meeting be increased.	TAC meetings are prescribed to be held once in every quarter which is considered adequate.
8. Minimum security and guarantee amount of PCO should be reduced.	Security / Guarantee of PCOs is being charged as per D.O.T. instructions and no change was warranted.
9. Fault Repair Services should be revamped.	Fault repair services have considerably improved by way of computerisation of FRSs and timely monitoring at various levels of pending faults.
10. Charges for push button telephones should be reduced.	There are no charges for a push button telephones now. Earlier a charge of Rs. 500/- was levied which was subsequently reduced to 100/- and at present there is no charge.
11. Nigam should ensure that proper and standard quality of work is done while providing new connections.	In order to ensure standards and quality 'Acceptance Testing' of new connections was introduced in M.T.N.L.
12. Restoration charges in case of dis-connection of regular connection should be reduced from 100/- to Rs. 50/- for the temporary telephone connection also the restoration charges should be Rs. 50/- only instead of Rs. 400/- and Rs. 200/- for 7 days and b eyond 7 days.	The matter is under consideration.

Suggestion	Action taken
13. In case of third party transfer one time transfer fee of Rs. 2000/- should be charged instead of Rs. 500/- as transfer fee and Rs. 2000/- as OYT deposit being charged now.	The charges are levield as per policy of the Department.
14. Powers should be given to Area Managers for extending the temporary telephones even in Frozen exchanges, if the customer has already made OYT registration.	Such powers are delegated to the Area Manager/Area General Managers depending upon the availability of connectable capacity in the various exchanges in Delhi Telephons.
15. De-Centralisation of Registration for telephones and TELEX connections.	De-centralisation work is already in process.
16. Disparity in Waiting list should be reduced.	More and more exchanges are being opened in Delhi to reudce this disparity.
17. The gap between issue of OB and installation of telephone should be reduced to one week time.	Efforts are being made to provide new telephone connections within the norms prescribed by the D.O.T.

Statement-II

BOMBAY T.A.C.

Compilation of important suggestions made by the Members of T.A.C.

Suggestion	Action taken
1. A resolution was passed to include working journalist for registration for telephone connection under special category.	The suggestion was examined and not agreed to
2. It is suggested by the Members that the person subscribing bond to be floated by MTNL should be given some incentive for getting telephone facility etc.	Suggestion is being examined.
3. Member suggested that if an applicant already has a telephone connection working, at the same premises a telephone on out of turn basis should not be approved for that applicant.	Suggestion is being examined.
4. Itwas resolved that 'Bombay TAC unanimously recommended to DOT that they should have the powers to recommend the release of telephone against 5% quota at the time of bulk release, under General category registration also. (In addition to OYT and special categories).	This suggestion was examined and not agreed to.
5. It was suggested by members that PCO connection should be provided to all Hospitals premises as well as judicial Court premises.	Needful has been done.
6. It was resolved by the TAC to recommend for registration made by physically handicapped person having 40% disability duly certified by authorised institution to be considered for registration under Non-OYT special category.	The matter is under consideration.

Suggestion	Action taken
7. The member wanted to know the step taken by the department of redressing grievances of the subscribers.	Telephone Adalat and Open House Session are conducted over and above the time which senior officers place at the disposal of subscribers, visitors and members of Public to redress their grievances.
8. It was suggested by members to introduce meter to subscriber prmises just like Electric water at the cost of subscriber.	This has not been agreed to.
9. The member suggested for provision of PCOs on the Highways.	Action to provide PCOs on the Highways is already under progress.

Telephone Connection provided during recent political conference at Madurai

1950. SHRI PASUMPON THA. KIRUTTINAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of temporary and special telephone connections provided for a political conference held recently at Madurai;

(b) the total amount of money received by the Telecommunication Department as deposit from the organisers of the conference;

(c) whether Telecommunication Department has provided telephone booths of their own;

(d) if so, the number of such telephone connections provided and the total expenditure involved thereon; and

(e) whether such facilities will be allowed for other political party conferences also?

THE DEPUTY MINISTER IN THE MINSTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU):

(a) Sir, 10 Casual Telephone Connections were provided for the political conference at Madurai, held recently.

(b) Rs. 57,000

(c) Yes, Sir.

(d) A Camp Telegraph Office was opened at Race Course Stadium, Madurai, for the Public and the Press. 3 STD Public Telephones, 2 FAXs and 2 Telex PCOs were also provided in this office and a total sum of Rs. 2,500 was incurred as cash expenditure for opening the camp office.

(e) Yes, Sir. Telecommunication facilities to all major conferences are provided based on the demand and the nature of requirement.

Insertion of Advertisement of Rajiv Gandhi by MTNL

1951. SHRI JAGDISH PRASAD MATHUR: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that MTNL New Delhi, had inserted a full page advertisement in various News Papers of Delhi, on the 21st May, 1992, paying homage to late Shri Rajiv Gandhi;

(b) if so, what is the total amount of cost incurred in this regard; and

(c) what are the rules and guidelines for Government owned Organisations and Institutions in such matters?